



CIVIL WRITES

FALL 2001

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"WORKPLACE DISPUTES - TRY MEDIATION"

By Vienna L. Drago, ACT-9

The Civil Rights Staff will be writing a series of articles on the benefits of Mediation:



Mediation is a good way to resolve disputes between people, find solutions to problems, and refine and redefine business and other working relationships. In mediation, the parties themselves make all the decisions. The mediators act as facilitators to

help people examine all the issues, share and discover important information, generate and evaluate possible outcomes, and carefully write down all the decisions that are made.

Mediators act as an impartial third party, assisting disputants in finding a mutually acceptable solution to their conflict. It is both voluntary and confidential.

Mediators follow a well-defined process of problem-solving steps; they do so without taking sides, and no decisions are made without the agreement of all parties. No one is forced to go through the process. They do so only voluntarily, and the mediators do not disclose the content of the discussions they hear during the mediation process.

Next article will focus on the
ROLES OF MEDIATORS



CIVIL RIGHTS OFFICER

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Table of Contents:

	Page:
ADR Successes in Other Federal Agencies	2
The Secretary's Honorary Award for EEO	4
WJHTC Diversity Council	5
Presidential Award Recipient	7
FAA WJHTC EEO Counselors as of Nov 2001	8
FAA WJHTC Mediators as of Nov 2001	9

"CIVIL WRITES" NEWSLETTER

CIVIL WRITES



Alternate Dispute Resolution (ADR) Successes in other Federal Agencies

Vienna L. Drago, ACT-9



**Deadline is
January 25, 2002**

**If you have any
suggestions for an
article or would like to
submit an article,**

**please cc:mail
Kimberly B. Tweedle
or write:**

**FAA William J. Hughes
Technical Center
Ms. Kimberly B. Tweedle
Civil Rights Staff, ACT-9
Atlantic City
International Airport,
NJ 08405**



Kimberly.Tweedle@tc.faa.gov



Below is an excerpt from the Report of the Interagency Alternate Resolution Working Group written by the Department of Justice and other Federal Agencies:

- **The U.S. Postal Service** has one of the leading workplace mediation programs in the country. It has mediated more than 12,000 EEO complaints under this program. Its average mediation takes just 4 hours, and 81 percent of mediated cases are closed without a formal complaint being filed. Participants in the mediation are twice as satisfied with the amount of control, respect, and fairness in the (ADR) process compared with the traditional adversarial process (88 percent satisfaction rate versus 44 percent). The mediation program has also increased communication in the workplace, creating lasting and beneficial changes that help prevent future complaints. In the first year after full implementation of this ADR program, the number of new complaints filed by U.S. Postal Service employees dropped by 24 percent compared with the previous year. This translates into thousands of fewer complaints per year, which represents huge cost savings, not to mention savings in morale and productivity.
- Another success story is the **Department of the Air Force**. They have used ADR to resolve more than \$1 billion in recent procurement disputes. It has used mediation in more than **100 cases**, and more than 93 percent have settled. Relations with contractors have improved, and parties on all sides are very pleased with the results. **Due to the success of these programs**, the Secretary of the Department of the Air Force has now committed to include ADR provisions in its contracts and ordered employees to use ADR "to the maximum extent practicable"
- **Department of Health and Human Services (HHS)**, which uses Mediation to settle Food Stamp and Medicaid claim adjustments involving state governments is another success story. After the Secretary of HHS issued determinations regarding reductions in certain state Food stamp and Medicaid claims in early 1999, forty states and the District of Columbia filed appeals. Congress required HHS to process these appeals within strict timeframes. HHS offered mediation to all of the appellants under the Departmental Appeals Board's mediation program. All forty-one appellants who elected mediation have succeeded in negotiating settlements. HHS estimates ADR in these cases has saved the Federal government \$600,000 in potential adjudication costs and resolved more than \$500 million a year for five years, in disputed funds. In addition, the process saved considerable time, because administrative appeals could have taken two years, compared to the nine months for mediation. Finally by the parties' own assessment, mediation allowed for a fairer and less acrimonious settlement of differences, thus preserving ongoing relationships between State and Federal officials involved.

VISIT OUR WEBSITES

[Http://intrweb.act.faa.gov/webpages/Civil_Rights/cr.htm](http://intrweb.act.faa.gov/webpages/Civil_Rights/cr.htm)

[Http://www.tc.faa.gov/employee-prg/civil_rights/cr.htm](http://www.tc.faa.gov/employee-prg/civil_rights/cr.htm)

"Mediation"

**FAA WILLIAM J. HUGHES
TECHNICAL CENTER'S
Civil Rights Staff, ACT-9**



**Vienna L. Drago, ACT-9,
is available to speak at
Division/Branch
All Hands Meetings on the
benefits of using
mediation to resolve
conflicts at the
lowest level possible**

**Please contact her at 5-5730
or via cc:mail with the
date and time of your next
All Hands Meeting**

Thank you!



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Computer Specialist
(609) 485-6729**

LET'S TALK !



**IF YOU WOULD LIKE TO DISCUSS EQUAL EMPLOYMENT
OPPORTUNITY ISSUES WITH RICHARD NEWMAN,
CIVIL RIGHTS OFFICER, YOU MAY CONTACT HIM
AT (609) 485-6675 OR VIA CC:MAIL**

INTERNET: RICHARD.NEWMAN@TC.FAA.GOV

SPECIAL OBSERVANCES



FEBRUARY 2002

Black History Month

MARCH 2002

Federal Women Month

Advance Sign Language
Course

MAY 2002

Asian/Pacific Islander
Month

Disability Awareness

SEPTEMBER 2002

Basic Sign Language
Course

Hispanic Heritage Month
September 15 to October 15

OCTOBER 2002

People with Disabilities
Month

Breast Cancer Awareness
Month



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ROSANNE WEISS RECEIVES THE SECRETARY'S HONORARY AWARD FOR EEO/AFFIRMATIVE ACTION

By Karen L. Jost



We are pleased to announce that Ms. Rosanne Weiss, AAR-424, has received the Secretary's Honorary Award for EEO/Affirmative Action. Rosanne was recognized for her demonstrated commitment and dedication to the principles and objectives of Equal Employment Opportunity.

Rosanne made several well received presentations on Model Work Environment issues, sat on various civil rights panels, and regularly worked with the Human Resource office to promote the principles of Equal Employment Opportunity. Rosanne also serves as a Technical Center Mediator and she is the Technical Center's President of the Gay, Lesbian, or Bisexual Employee (GLOBE) Association.

The Secretary of Transportation presented the Honorary Award to Rosanne at the awards ceremony held on November 1.

This award is a significant honor in acknowledgment of Rosanne's accomplishments in EEO, Affirmative Action, and Diversity. The Civil Rights Staff sends our congratulations for a job well done and for Rosanne's continued support on EEO issues!

★ ROSANNE WEISS ★



FAA WILLIAM J. HUGHES TECHNICAL CENTER'S SPECIAL EMPHASIS PROGRAMS

FWP- Federal Women's Program: Program Manager, Courtney Dudley,
ACT-240, (609) 485-6985

HEP- Hispanic Employment Program: Program Manager, Anthony Rodriguez,
ACT-411, (609) 485-5396

PWDP- People With Disabilities Program: Program Manager, Stephen F. Beamer,
ACT-250, (609) 485-5823

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William J. Hughes Technical Center Diversity Council



The Diversity Council is a part of a continuing effort to communicate diversity information across a wider spectrum of the Technical Center population and to define Diversity and why it is so important.

Diversity simply stated, is the awareness of people of different backgrounds not only working together successfully, but also able to appreciate their differences. The primary goal is not to have a visually diverse workforce, but a productive workforce whose composition is diverse across a wide spectrum. It also requires that we recognize not only peoples' differences but also their similarities. Respect and dignity for our fellow workers and the ability to express his or her own individuality is a fundamental issue of diversity. Our commitment is to create an environment where people can do their best work, and that means building a global organization in which differences are respected and valued. These differences create successful relations for ourselves and with our clients. The FAA believes in fostering an environment that offers the greatest opportunity for everyone, ensuring the full utilization of the work force while reducing barriers to opportunity.

The Diversity Council meets every Wednesday from 10 a.m. to 11 a.m. Among the many tasks of the members is to act as diversity advocates and also as a liaison for their respective organization.

Please regularly read the Diversity Bulletin Board for the latest Diversity issues and to help increase your knowledge base in Diversity. For more information concerning Diversity, contact Rodger A. Mingo, ACT-1A, at 609-485-6489 or Raymond Stover ACT-1A, at 609-485-4404. We are in for an exciting time and we are looking forward to hearing from you on diversity topics.

FAA WILLIAM J. HUGHES TECHNICAL CENTER'S UNION OFFICIALS

NFFE Local 1340 - Lucien W. Dansby, ACT-71, (609) 485-6651

AFGE Local 2335 - Harry Krumaker, ACT-630, (609) 485-8640

AFGE Local 200 - Robert Schwartz, AOS-420, (609) 485-6157

FAA WILLIAM J. HUGHES TECHNICAL CENTER'S EMPLOYEE ASSOCIATIONS

APAC - Asian and Pacific
American Coalition
President - Ayaz Ahmad,
AOS-330
(609) 485-7740

GLOBE - Gay Lesbian
or Bisexual Employees
Director - Rosanne Weiss,
AAR-424
(609) 485-4370

*NAAN - National Native
American/Alaska
Native Coalition of
Federal Aviation Employees
Representative
Stephen F. Beamer, ACT-250
(609) 485-5823

*NCFAD - National Coalition
of Federal Aviation Employees
with Disabilities
Representative
Stephen F. Beamer, ACT-250
(609) 485-5823

NBCFAE - National Black Coalition
of Federal Aviation Employees
President
Kenneth W. Hitchens, ACT-51
(609) 485-6125

NHCFAE - National Hispanic
Coalition of Federal Aviation
Employees
President - José L. Pérez-Torres,
ACT-520
(609) 485-5365

NSBE - National Society of
Black Engineers
President - Angela Lewis,
ACT-230
(609) 485-6916

TWO - Technical Women's
Organization
President - Marie Sharpe,
AOS-400
(609) 485-6954

*Currently, there is no local chapter.

Mr. Stephen F. Beamer is the FAA
William J. Hughes Technical Center's
Representative for the Coalition

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LISTING OF THE ARA DIVERSITY ADVOCATES



FAA William J. Hughes Technical Center Resource Library Lists



ARA DIVERSITY ADVOCATES
FEBRUARY 16, 2001

ORGANIZATION DEVELOPMENT:

Assess Organizational Climate
Jack Jackson, ABZ

Analyze Data, Develop Metrics
Rosanne Weiss, AAR-400
Ray Stover, ACT-1A

**Assist and Facilitate Resolution
of Organizational Issues**
Rodger Mingo, ACT-1A
Jacqueline Rehmann, ASD
at ACT-500

TRAINING

**Provide or arrange for MWE,
EEO, diversity training for the
ARA work force**
Helen Woodland, ASU

**Analyze completed training for
application in the work force**
Viscount Thurston, AND

OUTREACH AND RECRUITMENT

**Assess recruitment needs;
network with internal and
external sources**
Sabrina Sanders-Hodge, AAR
Pat Weaver, AAR (at NASA Langley)
Beverly Bond, ASU
(focus on people with disabilities)

Coordinate Intern Program
Vincent Nguyen, AND

**Coordinate
Developmental Programs**
Sharon McMillan, AUA



You may request training videos from the Civil Rights Office at (609) 485-6675
or The Diversity Office at (609) 485-4404.

This issue's recommendations are:

Video:

- ⇒ Spanish - The Official Language Institute Course Video # 4 to 7 (ACT-1A)
- ⇒ Alternative Dispute Resolution Mediation FAA Office of Civil Rights; 30 minutes (ACT-9)
- ⇒ "Were You Expecting Someone Else" - Disability Awareness (ACT-1A)
- ⇒ Negotiation as Decision Making: Getting (More Of) What We Want. Featuring: Dr. Margaret Neale (ACT-1A)
- ⇒ The Lunch Date (ACT-1A)
- ⇒ Coping with Change in the High-Tech Environment. Featuring: Lew Platt (ACT-1A)
- ⇒ Zero Tolerance For Harassment, FAA Accountability Board, 12:40 min, 5/24/00 (ACT-9)
- ⇒ Introduction to Mediation - 6/1/99; 1:06 min (ACT-9)
- ⇒ Peer Mediation - 5/24/99; 1:30 min (ACT-9)
- ⇒ The Accountability Board Process - 6/8/00; 16:00 min (ACT-9)
- ⇒ Model Work Environment - Santiago Rodriguez (2) - Training Conference 1 - Opening remarks, Motivational Speaker; 85 min (ACT-9)
- ⇒ Garventa Evacu-Trac - Operator Training Program; 13:25 min (ACT-9)
- ⇒ The Mastery of Speaking as a Leader. Featuring: Terry Pearce (ACT-1A)
- ⇒ Diversity Through Character; 17 min (ACT-1A)
- ⇒ "A few good women" - 20th Century with Mike Wallace; 50 min (ACT-1A)

"COMMUNICATE WITH THE DEAF"



VISIT THE FOLLOWING WEBSITES FOR VALUABLE INFORMATION

1. [HTTP://WWW.HANDSPEAK.COM](http://WWW.HANDSPEAK.COM)
2. [HTTP://WWW.DEAFBASE.COM](http://WWW.DEAFBASE.COM)

For more information contact Kimberly Tweedle via ccmail or
at Kimberly.Tweedle@tc.faa.gov



Presidential Award Recipient Anthony Rodriguez

"Displaying The America Flag"



Left to right: Don Marple, ACT-410, José Pérez, ACT-520, Anthony Rodriguez, ACT-411 and Basilyn Bunting, ACT-400

At this year's 23rd Annual Training Conference of the National Hispanic Coalition of Federal Aviation Employees (NHCFAE), Mr. Anthony Rodriguez was presented with a Presidential Award.

Mr. Rodriguez is an Engineer in

the Laboratory Management Division ACT-400, under the Hardware Engineering and Maintenance Branch. He is an active member of the NHCFAE organization and also the Technical Center's Hispanic Employment Program Manager (HEPM). He is very hard working and has a strong passion for working with issues that involve minorities, especially Hispanics. Many of the managers and supervisors at the Technical Center have had the opportunity to work with him. When it gets to that time of the year when we are looking for commitments to support the Hispanic Association of Colleges and Universities (HACU) Program, he is there knocking at doors looking for opportunities to offer to these students.

Once again, Anthony on behalf of the NHCFAE organization and the executive board committee, we would like to say thank you for your leadership and tireless efforts in supporting and creating opportunities for minorities. We also say thank for being an instrumental part in the success of the HACU program here at the Technical Center. Thank you for worrying about the youth, because they are our work force of tomorrow. We need more people like you, because people like you make a difference. As director of the local chapter of the NHCFAE, I would like to extend my appreciation to you too. We have worked in many issues and projects together and you make a great team partner. Keep up the good work.

Last but not least I would like to say thank you to Basilyn Bunting and Don Marple for supporting and allowing Anthony to dedicate time to his accomplishments as both the HEPM and a NHCFAE member.

Thank you,

José Pérez,
Technical Center Director, NHCFAE



September 11, 2001 was a great travesty. That day left an indescribable sadness in the hearts of America, even the world.

Since September 11, many Americans have displayed their patriotism by waving the flag - the great red, white and blue.

This is a visual picture that reflects and represents the love and unity of our country - the United States of America.

Love and unity for our country can be greater visualized and elevated if we individually commit to love and respect each citizen in our country. Do not forget to say a kind word, share a smile, help a brother, be honest, encourage a friend, give someone a chance, forgive, do not try to repay your enemy, love your enemy, make a difference, pray for the leaders of our country and recognize the value of those around you. Don't just wave your flag, but change your heart.



CIVIL WRITES



FAA WILLIAM J. HUGHES TECHNICAL CENTER'S EEO COUNSELORS November 2001



Name:	Telephone Number:	Organization:
Yulanda L. Beale	(609) 485-5218	ACT-411
James L. Crawford	(609) 485-8626	ACT-51
Sheila Franklin-Smallwood	(609) 485-4126/6011	ACT-201
Luci Holemans	(609) 485-6590	ACT-360
Carolyn S. Pokres	(609) 485-6672	ACT-70
Alanna B. Randazzo	(609) 485-5298	AOS-540
Brigham R. Seaver	(609) 485-6941/6700	ACT-540
Raymond C. Stover	(609) 485-4404	ACT-1A
Baxter R. Stretcher	(609) 485-5341	ACT-320
Kenneth L. Stroud	(609) 485-6565	ACT-640
Merkia J. Weathers	(609) 485-5224	ACT-232
Samuel L. Wilson	(609) 485-6249	ACT-410

Federal Law prohibits discrimination against employees and applicants for Federal employment or job opportunities on the basis of race, religion, color, sex, national origin, age (over 40), handicap (physical or mental), or reprisal.

Federal Law prohibits restraint, interference, coercion, discrimination, or reprisal against persons who pursue discrimination complaints, against their representatives, or because of opposition to unlawful discrimination.

An employee or applicant who believes that he/she has been discriminated against, must first consult with an EEO Counselor within 45 calendar days of the incident, or if a personnel action, within 45 calendar days of its effective date.

An employee or applicant who wishes to be an agent for a class of present and/or former employees or applicants and who believes he/she has been discriminated against, must first consult with an EEO Specialist, Civil Rights Staff, ACT-9, within 45 calendar days of the matter or, if a personnel action, within 45 calendar days of its effective date.

Effective March 7, 1998, non-bargaining unit employees may file a complaint of discrimination based on Sexual Orientation. This may be initiated through contacting an EEO Counselor within the same timeframes described above. This is not Federal Law. These new procedures are pursuant to the Secretary's Equal Employment Opportunity Policy Statement and were issued by the Department of Transportation on November 7, 1997. Bargaining Unit Employees that feel they have been discriminated against based on Sexual Orientation should contact their designated unions for information on the grievance process.

**If you have any questions regarding the
Discrimination Complaint Process,
please contact a member of the
Civil Rights Staff, ACT-9,
at (609) 485-6675.**



CIVIL WRITES



FAA William J. Hughes Technical Center Mediators as of November 2001



NAME OF MEDIATOR	ORGANIZATION	EXT.
Cannizzaro, Al*	ACT-10	x-6627
Cutler, Brent	ACT-210	x-4352
Dansby, Butch	ACT-70	x-6651
Dawson, Bill	ACT-73	x-8508
Diorio, Lou	ACT-601	x-4429
Drago, Vienna*	ACT-9	x-5730
Gaetano, Armando	ACT-370	x-5895
Gilliam, Tess	AOS-540	x-4301
Higgins, Brian	AOS-270	x-4243
Jefferson, Al	ACT-230	x-7390
Mackuse, Fran	ACT-220	x-5207
McKernan, Pat	AOS-530	x-6224
Meier, Mike	AOS-430	x-5257
Mendell, Rich	ACT-420	x-4283
Newman, Suzanne	AOS-430	x-6364
Oswald, Al	ACT-300	x-7170
Proctor, Nancy	ACT-230	x-6826
Rovani, Larry	ACT-510	x-5130
Sherry, Roger	AOS-420	x-5924
Weiss, Rosanne	AA4-424	x-4370
Wilkes, Cheryl*	ACT-9	x-6676
Wilkes, Leona*	ACT-10	x-8897
Windsor, Cyndy	AOS-540	x-4266
Wood, Tom	ACT-10	x-5760



* Also Serve as Early Resolution System (ERS) Mediators